



## E911 LOGGING/VOICE RECORDER SUPPORT POLICY

**Cancels:**

E911 Logging/Voice Recorder Support Policy (December 2004)

**See Also:**

WAC 118-66-050

RCW 9.73.030

RCW 9.73.070

RCW 9.73.090

RCW 9.73.100

### E911 LOGGING/VOICE RECORDER SUPPORT POLICY

Logging recorders in accordance with WAC 118-66-050 are eligible for reimbursement as an eligible Enhanced 911 expense. Logging and recall recorders are devices used by the Public Safety Answering Point (PSAP) to time stamp, record, and replay 9-1-1 conversations.

Logging/voice recorder channels used specifically for the purpose of recording radio communications do *not* qualify for reimbursement from the State E911 Office.

*This policy applies to all Washington State Counties that have operations contracts with the State E911 Office.*

#### 1. Background

- a. Recording of emergency calls is provided for under RCW 9.73.030, RCW 9.73.070 and 9.73.090. RCW 9.73.100 provides for recordings to be made available to attorneys representing clients in criminal actions.
- b. As a minimum, standards suggest that each emergency telephone line or each emergency answering position be recorded on a logging recorder. This requirement complies with NENA-04-001 recommended standard.
- c. The State Open Records Act provides for destruction of recordings based on a master schedule and the specific retention plan submitted by each agency to the State Auditor.
- d. Prior to approval of this policy, the State E911 Office has reimbursed 50% of the cost associated with the purchase of a logging recorder, not to exceed \$25,000.

#### 2. Analysis

- a. It is desirable that the logging recorder be equipped with dual decks/drives/servers or other recording systems such that the failure or unavailability of one deck/drive/servers will cause the other deck/drive to automatically take over the recording function. The logging recorder should also be connected to an uninterruptible power supply, regardless of whether or not the recorder supports a battery for back-up power.
- b. It is desirable that the logging recorder has the ability to play and record simultaneously such that a previous call may be played and recorded while recording a current call.
- c. It is desirable that logging recorders be synchronized with the clock synchronizer.

- d. The logging recorders should either be integrated into the telephone set or answering position, or should support one of the following audio interfaces:
  - 1. Direct connection to emergency trunks
  - 2. Connection via the telephone set's analog Common Tip & Ring Interface
  - 3. Connection via the telephone set's analog handset interface receiver signal
- e. Regardless of the interface connection, the logging recorder shall satisfactorily reproduce the recorded audio signals.
- f. Capability should be included that permits the creation of copies of specific incident recordings for distribution to those permitted by law to receive such materials without disrupting ongoing recording operations.
- g. Provisions should be included that permit the destruction of recordings per the provisions of the open records act and the user agencies official document destruction schedule.
- h. Logging recorders come in a wide variety of sizes with base capacities that vary widely by manufacturer and incremental growth sizes that are not consistent.
- i. The base equipment for recording and processing of recordings is not dependent on the number of lines recorded but on the system capabilities.
- j. It is necessary to record all 911 calls and all outbound calls in support of 911.
- k. Although it is appropriate to record dispatch related functions like radio channels, that is not a 911 call answering function.

### **3. Decision**

- a. The State E911 Office will reimburse eligible counties for the purchase and installation of the hardware and software components required for a basic logging/voice recorder as defined by NENA recommended generic standards for E9-1-1 PSAP equipment. The number of logging/voice recorder channels eligible for reimbursement will be calculated as follows:

*Sum of the current number of E9-1-1 trunks terminating to the PSAP multiplied by 1.5 rounded up to the lowest number of channels available from the vendor to create a basic unit. The requested amount must be reasonable, prudent, and applicable to 911. Prior to purchasing the equipment, written approval must be received from the State 911 Coordinator.*

- b. Maintenance or time and materials of logging recorders should not exceed 10 percent of the original eligible purchase per contract year.

**Approved by:**

  
Robert Oenning, State E911 Administrator

**Distribution:**

Hard copy: Counties with FY05 contract files, E911 Administrator, all E911 State Staff  
Electronic: All E911 County Coordinators, EMD E911 Webpage